







# GLOBAL REPORTING INITIATIVE (GRI) INDEX

The Index includes GRI indicators that are relevant for our business. Unless otherwise noted, all data and descriptions apply to our entire Company and are as of the year ended December 31, 2020. This report is intended to meet “Core” requirements of GRI Standards. In some instances, we have also included non-core GRI General Disclosures in this Content Index where we met all or a portion of the requirements of the disclosure within the report or other externally published documents.

Topic-specific disclosures determined to be “non-material” and for which we do not provide significant content in this report have been omitted from this table.

*Certain information may not be disclosed within the index below if it is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related GRI indicator.*

**Reporting status:**  Fully reporting  Partially reporting  Not reported

Indicator	Reporting Status	Response	Source(s)
<b>GRI 102: General Disclosures (2016)</b>			
ORGANIZATIONAL PROFILE			
<b>102-1</b> Name of the organization		Fifth Third Bancorp	
<b>102-2</b> Activities, brands, products, and services		Refer to pgs. 12-15 of the 2020 Annual Report. Refer to the “Economic” (pgs. 15-28) section of the 2020 ESG Report.	<a href="#">2020 Annual Report</a> <a href="#">2020 ESG Report</a>
<b>102-3</b> Location of headquarters		38 Fountain Square Plaza, Cincinnati, Ohio 45263	
<b>102-4</b> Location of operations		Refer to the “Markets Served” (pg. 20) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-5</b> Ownership and legal form		Refer to pg. 17 of 2020 the Annual Report.	<a href="#">2020 Annual Report</a>
<b>102-6</b> Markets served		Refer to the “Markets Served” (pg. 20) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>

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Indicator	Reporting Status	Response	Source(s)
<b>102-7</b> Scale of the organization	●	Refer to pgs. 12-16 of the 2020 Annual Report. Refer to the “Economic” (pgs. 15-28) section of the 2020 ESG Report.	<a href="#">2020 Annual Report</a> <a href="#">2020 ESG Report</a>
<b>102-8</b> Information on employees and other workers	◐	Refer to the “Employees” (pgs. 70-83) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-9</b> Supply chain	◐	Refer to the “Third-Party Management” (pg. 46-47) and “Strengthening Supplier Diversity” (pg. 67) sub-sections of the 2020 ESG Report and the “Suppliers & Vendors” page on 53.com.	<a href="#">2020 ESG Report</a> <a href="#">53.com</a>
<b>102-10</b> Significant changes to the organization and its supply chain	●	Refer to the “Overview of Management’s Discussion and Analysis of Financial Condition and Results of Operations” (pgs. 52-56) of the 2020 Annual Report.	<a href="#">2020 Annual Report</a>
<b>102-11</b> Precautionary Principle or approach	◐	Refer to the Environmental and Social (E&S) Policy.	<a href="#">E&amp;S Policy</a>
<b>102-12</b> External initiatives	◐	Refer to the “About this Report” (pg. 7) and “Our Approach to ESG” (pgs. 8-10) sub- sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-13</b> Membership of associations	◐	Refer to the “About this Report” (pg. 7) and “Our Approach to ESG” (pgs. 8-10) sub- sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
STRATEGY & ANALYSIS			
<b>102-14</b> Statement from senior decision-maker	●	Refer to the “A Message from the Chairman & CEO” (pgs. 3-4) and “Messages from the Board of Directors” (pgs. 5-6) sub-sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-15</b> Key impacts, risks, and opportunities	●	Refer to the “Letter to Shareholders from CEO Greg Carmichael” (pgs. 1-11) and “Risk Factors” (pgs. 30-43) sub-sections of the 2020 Annual Report. Refer to the “Messages from the Board of Directors” (pgs. 5-6) and “Environmental Risk Management” (pgs. 118-120) sub-sections of the 2020 ESG Report.	<a href="#">2020 Annual Report</a> <a href="#">2020 ESG Report</a>
ETHICS & INTEGRITY			
<b>102-16</b> Values, principles, standards, and norms of behavior	●	Refer to the “Our Approach to ESG” (pgs. 8-10) and “Business Ethics” (pgs. 33-35) sub-sections of the 2020 ESG Report and the Employee Code of Business Conduct & Ethics.	<a href="#">2020 ESG Report</a> <a href="#">Employee Code of Business Conduct &amp; Ethics</a>
<b>102-17</b> Mechanisms for advice and concerns about ethics	●	Refer to the “Business Ethics” (pgs. 33-35) sub-section of the 2020 ESG Report and “Reporting Concerns” (pg. 7) sub-section of the Employee Code of Business Conduct & Ethics.	<a href="#">2020 ESG Report</a> <a href="#">Employee Code of Business Conduct &amp; Ethics</a>

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Indicator	Reporting Status	Response	Source(s)
GOVERNANCE			
<b>102-18</b> Governance Structure	●	Refer to the “Corporate Governance” (pgs. 30-32) sub-section of the 2020 ESG Report, 53.com (Corporate Governance page), and Investor Relations website (ESG page).	<a href="#">2020 ESG Report</a> <a href="#">53.com</a> <a href="#">Investor Relations website</a>
<b>102-19</b> Delegating authority	●	Refer to the “Corporate Governance” (pgs. 30-32) sub-section of the 2020 ESG Report and Nominating and Corporate Governance (NCG) Committee charter.	<a href="#">2020 ESG Report</a> <a href="#">NCG Committee charter</a>
<b>102-20</b> Executive-level responsibility for economic, environmental, and social topics	●	The Board of Directors is responsible for overseeing the corporate governance, strategy, and risks of Fifth Third, which include risks and opportunities relating to climate change.  The Chief Financial Officer (CFO) has been appointed as the executive-level position with responsibility for economic, environmental, and social topics. The CFO is a member on the ESG Committee and provides reports periodically to the Nominating and Corporate Governance Committee and the Board of Directors.	
<b>102-21</b> Consulting stakeholders on economic, environmental, and social topics	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Climate Strategy” (pg. 110) sub-sections of the 2020 ESG Report and “Shareholder Engagement” (pg. 42) of the 2021 Proxy Statement.	<a href="#">2020 ESG Report</a> <a href="#">2021 Proxy Statement</a>
<b>102-22</b> Composition of the highest governance body and its committees	●	Refer to the “Committees Composition” (pg. 27) sub-section of the 2021 Proxy Statement.	<a href="#">2021 Proxy Statement</a>
<b>102-23</b> Chair of the highest governance body	●	Refer to the “Committees Composition” (pg. 27) sub-section of the 2021 Proxy Statement.	<a href="#">2021 Proxy Statement</a>
<b>102-24</b> Nominating and selecting the highest governance body	●	Refer to the “Election of Directors” (pgs. 14-26) sub-section of the 2021 Proxy Statement.	<a href="#">2021 Proxy Statement</a>
<b>102-25</b> Conflicts of interest	●	Refer to the “Avoiding Conflicts of Interest” (pgs. 30-43) section of the Employee Code of Business Conduct & Ethics.	<a href="#">Employee Code of Business Conduct &amp; Ethics</a>
<b>102-26</b> Role of highest governance body in setting purpose, values, and strategy	●	Refer to the Corporate Governance Guidelines and the “Joint Letter to Shareholders” in the 2021 Proxy Statement.	<a href="#">Corporate Governance Guidelines</a> <a href="#">2021 Proxy Statement</a>

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Indicator	Reporting Status	Response	Source(s)
<b>102-27</b> Collective knowledge of highest governance body	●	Refer to the “Director Skills Matrix” (pg. 25) of the 2021 Proxy Statement.	<a href="#">2021 Proxy Statement</a>
<b>102-28</b> Evaluating the highest governance body’s performance	●	Refer to the “Corporate Governance” (pgs. 30-32) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-29</b> Identifying and managing economic, environmental, and social impacts	◐	Refer to the “Our Approach to ESG” (pgs. 8-10), “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Corporate Governance” (pgs. 30-32) sub-sections of the 2020 ESG Report and NCG Committee charter.	<a href="#">2020 ESG Report</a> <a href="#">NCG Committee charter</a>
<b>102-30</b> Effectiveness of risk management processes	●	Refer to the “Enterprise Risk Management” (pgs. 37-40) sub-section of the 2020 ESG Report and Risk and Compliance Committee (RCC) charter.	<a href="#">2020 ESG Report</a> <a href="#">RCC charter</a>
<b>102-31</b> Review of economic, environmental, and social topics	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-section of the 2020 ESG Report, NCG Committee charter, and RCC charter.	<a href="#">2020 ESG Report</a> <a href="#">NCG Committee charter</a> <a href="#">RCC charter</a>
<b>102-32</b> Highest governance body’s role in sustainability reporting	●	Refer to the “Corporate Governance” (pgs. 30-32) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-33</b> Communicating critical concerns	●	Refer to the NCG Committee, RCC, and Audit Committee charters.	<a href="#">NCG Committee charter</a> <a href="#">RCC charter</a> <a href="#">Audit Committee charter</a>
<b>102-34</b> Nature and total number of critical concerns	○	Not Disclosed.	
<b>102-35</b> Remuneration policies	●	Refer to the “Corporate Governance” (pgs. 30-32) sub-section of the 2020 ESG Report and the “Board of Directors Compensation” (pgs. 43-45) and “Compensation Discussion and Analysis” (pgs. 46-65) sub-sections of the 2021 Proxy Statement.	<a href="#">2020 ESG Report</a> <a href="#">2021 Proxy Statement</a>
<b>102-36</b> Process for determining remuneration	●	Refer to the “Compensation Philosophy” (pg. 32) and “Compensation” (pgs. 78-80) sub-sections of the 2020 ESG Report and the “Board of Directors Compensation” (pgs. 43-45) and “Compensation Discussion and Analysis” (pgs. 46-65) sub-sections of the 2021 Proxy Statement.	<a href="#">2020 ESG Report</a> <a href="#">2021 Proxy Statement</a>
<b>102-37</b> Stakeholders’ involvement in remuneration	●	At Fifth Third’s 2021 Annual Meeting, shareholders approved a non-binding advisory “Say-on-Pay” proposal with 87% of the votes cast voting in favor.  Refer to the “Board of Directors Compensation” (pgs. 43-45) and “Compensation Discussion and Analysis” (pgs. 46-65) sub-sections of the 2021 Proxy Statement.	<a href="#">2021 Proxy Statement</a>

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Indicator	Reporting Status	Response	Source(s)
<b>102-38</b> Annual total compensation ratio	●	As of December 31, 2020, the ratio of the annual total compensation for our CEO to the median of the annual total compensation of our employees was 141:1.  Refer to the “CEO Pay Ratio” (pgs. 67-68) section of the 2021 Proxy Statement.	<a href="#">2021 Proxy Statement</a>
<b>102-39</b> Percentage increase in annual total compensation ratio	●	The annual total compensation ratio increased from 132:1 as of December 31, 2019 to 141:1 as of December 31, 2020.  Refer to the “CEO Pay Ratio” section of the 2020 Proxy Statement (pgs. 63-64) and the 2021 Proxy Statement (pg. 67).	<a href="#">2020 Proxy Statement</a> <a href="#">2021 Proxy Statement</a>
STAKEHOLDER ENGAGEMENT			
<b>102-40</b> List of stakeholder groups	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-41</b> Collective bargaining agreements	○	Not Disclosed.	
<b>102-42</b> Identifying and selecting stakeholders	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-43</b> Approach to stakeholder engagement	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>102-44</b> Key topics and concerns raised	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-section of the 2020 ESG Report. The environmental, social, and governance topics included in the materiality assessment are discussed throughout the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
REPORTING PRACTICE			
<b>102-45</b> Entities included in the consolidated financial statements	●	Refer to the “Corporate & Economic Profile” (pgs. 16-17) sub-section of the 2020 ESG Report and the “Business Segment Review” (pgs. 73-82) and Note 32 “Business Segments” (pgs. 230-233) of the 2020 Annual Report.	<a href="#">2020 ESG Report</a> <a href="#">2020 Annual Report</a>
<b>102-46</b> Defining report content and topic Boundaries	●	Refer to the “About this Report” (pg. 7), “Our Approach to ESG” (pgs. 8-10) and “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-sections in the 2020 ESG Report.	<a href="#">2020 ESG Report</a>



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Indicator	Reporting Status	Response	Source(s)
<p><b>102-47</b> List of material topics</p>		<p>The following GRI topics were considered material for our reporting:</p> <ul style="list-style-type: none"> <li>• 102: General Disclosures (2016)</li> <li>• 201: Economic Performance (2016)</li> <li>• 202: Market Presence (2019)</li> <li>• 203: Indirect Economic Impacts (2016)</li> <li>• 204: Procurement Practices (2016)</li> <li>• 205: Anti-Corruption (2016)</li> <li>• 206: Anti-Competitive Behavior (2016)</li> <li>• 302: Energy (2016)</li> <li>• 303: Water &amp; Effluent (2018)</li> <li>• 305: Emissions (2016)</li> <li>• 306: Waste (2020)</li> <li>• 307: Environmental Compliance (2016)</li> <li>• 401: Employment (2016)</li> <li>• 404: Training &amp; Education (2016)</li> <li>• 405: Diversity &amp; Equal Opportunity (2016)</li> <li>• 410: Security Practices (2018)</li> <li>• 412: Human Rights Assessment (2016)</li> <li>• 413: Local Communities (2016)</li> <li>• 415: Public Policy (2016)</li> <li>• 417: Marketing &amp; Labeling (2016)</li> <li>• 418: Customer Privacy (2016)</li> <li>• 419: Socioeconomic Compliance (2016)</li> </ul>	
<p><b>102-48</b> Restatements of information</p>		<p>There were no material financial restatements since the prior report.</p>	
<p><b>102-49</b> Changes in reporting</p>		<p>2019 was the first year Fifth Third prepared a report in accordance with the GRI. In 2020, the following were added as material topics:</p> <ul style="list-style-type: none"> <li>• 202 - Market Presence (2019)</li> <li>• 410 - Securities Practices (2016)</li> </ul>	
<p><b>102-50</b> Reporting period</p>		<p>This report covers the period of January 1, 2020 through December 31, 2020, unless otherwise noted, and the narrative may include progress updates through March 31, 2021 where applicable.</p>	

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Indicator	Reporting Status	Response	Source(s)
<b>102-51</b> Date of most recent report	●	The most recent previous report was 2019.	
<b>102-52</b> Reporting cycle	●	The ESG Report is expected to be reported on an annual basis.	
<b>102-53</b> Contact point for questions regarding the report	●	Email Investor Relations at <a href="mailto:IR@53.com">IR@53.com</a> .	
<b>102-54</b> Claims of reporting in accordance with the GRI Standards	●	This report has been prepared in accordance with the GRI Standards: Core option.	
<b>102-55</b> GRI content index	●	GRI content index was included in the 2020 ESG Report (Section VI – pgs. 128-148).	<a href="#">2020 ESG Report</a>
<b>102-56</b> External assurance	●	Certain contents in the following topics have were independently verified: <ul style="list-style-type: none"> <li>• 302: Energy (2016)</li> <li>• 303: Water &amp; Effluent (2018)</li> <li>• 305: Emissions (2016)</li> <li>• 306: Waste (2020)</li> </ul> Verification statements are available in the Additional Disclosures section of <a href="http://ir.53.com/esg">ir.53.com/esg</a> .	
<b>GRI 201: Economic Performance (2016)</b>			
<b>103-1</b> Explanation of the material topic and its Boundary <b>103-2</b> The management approach and its components <b>103-3</b> Evaluation of the management approach		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-section and the “Economic” (pgs. 15-28) section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>201-1</b> Direct economic value generated and distributed	●	Refer to pgs. 1-16 and 55-92 in 2020 Annual Report and the “Communities” section (pgs. 84-108) of the 2020 ESG Report.	<a href="#">2020 Annual Report</a> <a href="#">2020 ESG Report</a>
<b>201-2</b> Financial implications and other risks and opportunities due to climate change	●	Refer to the “Environmental Risk Management” (pgs. 118-120) and “Transition to a Sustainable Future” (pgs. 121-124) sub-sections of the 2020 ESG Report.  Fifth Third Bancorp received a Leadership Band score of A- from the CDP in the 2020 Climate Change scoring cycle. The Bank’s CDP questionnaire responses are available on our Investor Relations website.	<a href="#">2020 ESG Report</a> <a href="#">CDP - Climate Change Questionnaire Responses</a>

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Indicator	Reporting Status	Response	Source(s)
<p><b>201-3</b> Defined benefit plan obligations and other retirement plans</p>		<p>Fifth Third Bancorp recognizes the overfunded and underfunded status of its Retirement and Benefit Plans as an asset and liability, respectively, in Note 23 “Retirement and Benefit Plans” to Consolidated Financial Statements (pgs. 205-207) of the 2020 Annual Report.</p> <p>The Defined Benefit Pension Plan was frozen (participation and benefit accruals) in 1998. There is a trust fund that holds the assets that fund this plan. The plan’s liabilities (Projected Benefit Obligation under FASB Accounting Standards) as of December 31, 2020 were \$184,929,815 versus the fair value of assets as of December 31, 2020 in the pension trust of \$173,401,325.</p> <p>Assumptions used to value the plan’s liabilities: The Projected Benefit Obligation is based on a 2.26% discount rate. The mortality assumption used is as follows: For non-annuitants, PRI-2012 “Employees” table with generational projection using scale MP-2020. For annuitants, PRI-2012 “Non-Disabled” table with generational projection using scale MP-2020.</p> <p>Fifth Third Bank’s main ongoing retirement program is a 401(k) plan that will provide a match of up to 7% of eligible compensation. 83 percent of employees participate in this plan. Employees may contribute up to the maximum allowable by law and the Bank matches the employees’ contributions based on the following schedule:</p> <p>Employee contribution / Employer contribution</p> <ul style="list-style-type: none"> <li>• 1% of eligible pay / 1.5% of eligible pay</li> <li>• 2% of eligible pay / 3% of eligible pay</li> <li>• 3% of eligible pay / 4% of eligible pay</li> <li>• 4% of eligible pay / 5% of eligible pay</li> <li>• 5% of eligible pay / 6% or eligible pay</li> <li>• 6% or more of eligible pay / 7% of eligible pay</li> </ul>	<p><a href="#">2020 Annual Report</a></p>
<p><b>201-4</b> Financial assistance received from government</p>		<p>Applicable income tax expense for all periods includes the benefit from tax-exempt income, tax-advantaged investments, certain gains on sales of leveraged leases that are exempt from federal taxation and tax credits (and other related tax benefits).</p> <p>Refer to Note 22 “Income Taxes” to Consolidated Financial Statements (pgs. 203-204) of the 2020 Annual Report.</p>	<p><a href="#">2020 Annual Report</a></p>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 202: Indirect Economic Impacts (2019)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Compensation” (pgs. 78-81) sub-sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>202-1</b> Ratios of standard entry level wage by gender compared to local minimum wage		<p>In 2019, we increased our minimum hourly wage from \$15 to \$18. This benefited approximately 4,900 employees—nearly 25% of our workforce—primarily in retail branches and operations functions such as customer contact centers. In our Ohio, Michigan and Illinois regions, our minimum wage is up to 200% higher than the state minimum wage*. It represents an additional investment by the Bank of approximately \$15 million per year to help our employees succeed at work and at home.</p> <p>*State minimum wages: OH - \$8.80, MI - \$9.87, IL - \$11</p>	
<b>202-2</b> Proportion of senior management hired from the local community		Not disclosed.	
<b>GRI 203: Indirect Economic Impacts (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11), “Economic” (pgs. 15-28), “Strengthening Supplier Diversity” (pg. 67), “Communities” (pgs. 84-108), “Environment” (pgs. 109-126) sections and sub-sections of the 2020 ESG Report</p> <p>Refer to the Supplier Code of Conduct.</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">Supplier Code of Conduct</a></p>
<b>203-1</b> Infrastructure investments and services supported		Refer to the “Communities” (pgs. 84-108) section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>203-2</b> Significant indirect economic impacts		Refer to the “Empowering Customers” (pgs. 25-27) and “Communities” (pgs. 84-108) sub-sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>




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Indicator	Reporting Status	Response	Source(s)
<b>GRI 204: Procurement Practices (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and the “Green Procurement” (pg. 117) sub-section of the 2020 ESG Report.</p> <p>Refer to the “Environmental Management and Sustainability” (pg. 7) section of the Supplier Code of Conduct.</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">Supplier Code of Conduct</a></p>
<p><b>204-1</b> Proportion of spending on local suppliers</p>		<p>Refer to the “Strengthening Supplier Diversity” (pgs. 67) sub-section of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<b>GRI 205: Anti-Corruption (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11), “Business Ethics” (pgs. 33-35) and “Third-Party Management” (pgs. 46-47) sub-sections of the 2020 ESG Report.</p> <p>Refer to the “Complying with Laws, Regulations and Policies” (pgs. 22-29) section of the Employee Code of Business Conduct &amp; Ethics.</p> <p>Refer to the “Business Ethics” (pg. 3) section of the Supplier Code of conduct.</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">Employee Code of Business Conduct &amp; Ethics</a></p> <p><a href="#">Supplier Code of Conduct</a></p>
<p><b>205-1</b> Operations assessed for risks related to corruption</p>		<p>Refer to the “Anti-Competitive Activities” (pg. 34) sub-section of 2020 ESG Report and the “Complying with Laws, Regulations and Policies” (pgs. 22-29) section of the Employee Code of Business Conduct &amp; Ethics.</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">Employee Code of Business Conduct &amp; Ethics</a></p>
<p><b>205-2</b> Communication and training about anti-corruption policies and procedures</p>		<p>Refer to the “Business Ethics” (pgs. 33-35) sub-section of 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<p><b>205-3</b> Confirmed incidents of corruption and actions taken</p>		<p>Refer to Note 20 “Legal and Regulatory Proceedings” to Consolidated Financial Statements (pgs. 198-200) in the 2020 Annual Report.</p>	<p><a href="#">2020 Annual Report</a></p>
<b>GRI 206: Anti-Competitive Behavior (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Business Ethics” (pgs. 33-35) sub-sections of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>



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Indicator	Reporting Status	Response	Source(s)
<b>206-1</b> Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	●	Refer to Note 20 “Legal and Regulatory Proceedings” to Consolidated Financial Statements (pgs. 198-200) of the 2020 Annual Report.	<a href="#">2020 Annual Report</a>
<b>GRI 302: Energy (2016)</b>			
<b>103-1</b> Explanation of the material topic and its Boundary		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Environment” (pgs. 109-126) sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>103-2</b> The management approach and its components		Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4 .2) (C4 .2a) (C4 .2b) (C4 .3b) (C7 .9a) (C8).	<a href="#">CDP - Climate Change Questionnaire Responses</a>
<b>103-3</b> Evaluation of the management approach			
<b>302-1</b> Energy consumption within the organization	●	Total energy use within the organization in 2020 was 216,340 MWh. Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4 .2) (C4 .2a) (C4 .2b) (C4 .3b) (C7 .9a) (C8).	<a href="#">2020 ESG Report</a> <a href="#">CDP - Climate Change Questionnaire Responses</a>
<b>302-2</b> Energy consumption outside of the organization	○	Not Disclosed.	
<b>302-3</b> Energy intensity	●	Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C6 .10).	<a href="#">2020 ESG Report</a> <a href="#">CDP - Climate Change Questionnaire Responses</a>
<b>302-4</b> Reduction of energy consumption	●	Fifth Third has reduced energy consumption by 23% since 2014 based on per square foot owned or ground-leased buildings where we receive a utility bill. Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4 .2) (C4 .2b) (C4 .3b) (C7 .9a).	<a href="#">2020 ESG Report</a> <a href="#">CDP - Climate Change Questionnaire Responses</a>
<b>302-5</b> Reductions in energy requirements of products and services	○	Not Disclosed.	





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Indicator	Reporting Status	Response	Source(s)
<b>GRI 303: Water &amp; Effluents (2018)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Environment” (pgs. 109-126) sections of 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<p><b>303-1</b> Interactions with water as a shared resource</p>	<p></p>	<p>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters. Fifth Third committed to reducing its water consumption 20% by 2022. This commitment was made with the understanding that water is a limited resource and requires significant energy (and in most cases, emissions) to manage. To date, Fifth Third has reduced its total water consumption 31% compared to 2014.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<p><b>303-2</b> Management of water discharge-related impacts</p>	<p></p>	<p>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters. Fifth Third committed to reducing its water consumption 20% by 2022. This commitment was made with the understanding that water is a limited resource and requires significant energy (and in most cases, emissions) to manage. To date, Fifth Third has reduced its total water consumption 31% compared to 2014.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<p><b>303-3</b> Water withdrawal</p>	<p></p>	<p>As a financial institution that operates office space, water usage (withdraw) typically involves the use of municipal water for sinks/bathrooms, office cleaning, landscape irrigation and some minimal mechanical uses. In a small number of cases, Fifth Third uses local on-site water wells as a water source. Water is discharged to municipal sewer systems or to the ground in the case of retail landscaping activity.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>




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Indicator	Reporting Status	Response	Source(s)
<p><b>303-5</b> Water consumption</p>		<p>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters. Fifth Third committed to reducing its water consumption 20% by 2022. This commitment was made with the understanding that water is a limited resource and requires significant energy (and in most cases, emissions) to manage. To date, Fifth Third has reduced its total water consumption 31% compared to 2014.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<p><b>GRI 305: Emissions (2016)</b></p>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Environment” (pgs. 109-126) sections of 2020 ESG Report.</p> <p>Refer to our most recent CDP submission which is available on the Investor Relations website.</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">CDP - Climate Change Questionnaire Responses</a></p>
<p><b>305-1</b> Direct (Scope 1) GHG emissions</p>		<p>Scope 1 greenhouse gas emissions in 2020 were 12,995 MTCO<sub>2</sub>e.</p> <p>Fifth Third retired carbon offsets for 100% of Scope 1 emissions to achieve carbon neutrality in 2020. Carbon offsets were obtained from Recast Energy biomass project (Louisville, KY). All carbon offsets have been NSF certified.</p> <p>Scope 1 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of <a href="http://ir.53.com/esg">ir.53.com/esg</a>.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5 .1) (C6 .1).</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">CDP - Climate Change Questionnaire Responses</a></p>

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Indicator	Reporting Status	Response	Source(s)
<p><b>305-2</b> Energy indirect (Scope 2) GHG emissions</p>		<p>Scope 2 greenhouse gas emissions in 2020 were 72,695 MTCO<sub>2</sub>e (location-based).</p> <p>Fifth Third retired renewable energy certificates (RECs) for 100% Scope 2 emissions to achieve carbon neutrality in 2020. RECs were obtained from MS Solar 3 (MS) and Beacon Solar (CA). All RECs have been Green-E certified.</p> <p>Scope 2 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of <a href="https://ir.53.com/esg">ir.53.com/esg</a>.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5 .1) (C6 .3).</p>	<p><a href="#">2020 ESG Report</a>  <a href="#">CDP - Climate Change Questionnaire Responses</a></p>
<p><b>305-3</b> Other indirect (Scope 3) GHG emissions</p>		<p>Scope 3 Business travel greenhouse gas emissions in 2020 were 3,952 MTCO<sub>2</sub>e (business travel only).</p> <p>Fifth Third retired carbon offsets for 100% of Scope 3 Business travel emissions to achieve carbon neutrality in 2020. Carbon offsets were obtained from Recast Energy biomass project (Louisville, KY). All carbon offsets have been NSF certified.</p> <p>Scope 3 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of <a href="https://ir.53.com/esg">ir.53.com/esg</a>.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see section (C6 .5).</p>	<p><a href="#">2020 ESG Report</a>  <a href="#">CDP - Climate Change Questionnaire Responses</a></p>
<p><b>305-4</b> GHG emissions intensity</p>		<p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C6 .10).</p>	<p><a href="#">CDP - Climate Change Questionnaire Responses</a></p>
<p><b>305-5</b> Reduction of GHG emissions</p>		<p>In 2017, Fifth Third set five bold sustainability goals, including a reduction of location-based greenhouse gas (GHG) emissions of 25% from a 2014 baseline. In 2019, Fifth Third achieved this goal and by the end of 2020 had reduced location-based emissions by 41%. Using the market-based method of GHG accounting, which allows companies to account for power they have contracted for, Fifth Third reduced emissions by 100%, achieving carbon neutrality in 2020.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4 .3) (C4 .3a) (C4 .3b) (C5 .1) (C7 .9a).</p>	<p><a href="#">2020 ESG Report</a>  <a href="#">CDP - Climate Change Questionnaire Responses</a></p>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 306: Waste (2020)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Environment” (pgs. 109-126) sections of 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>306-1</b> Waste generation and significant waste-related impacts		<p>Waste (tons) in 2020:</p> <ul style="list-style-type: none"> <li>Recycled/composted material: 1,823</li> <li>Secure shred paper recycling: 3,935</li> <li>Municipal solid waste: 4,257</li> </ul> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p>	<a href="#">2020 ESG Report</a>
<b>306-2</b> Management of significant waste-related impacts		<p>Our focus on secure destruction and recycling of paper remains a priority and included the recycling of more than 8 million pounds of paper in 2020. Fifth Third has also continued to support digitization in office and customer-facing applications to reduce the need and use of paper. With respect to construction and demolition activity, Fifth Third has established diversion requirements for partners to ensure material is being managed responsibly. At our Madisonville campus in Cincinnati, we have instituted food waste composting as an additional waste mitigation strategy.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p>	<a href="#">2020 ESG Report</a>
<b>306-5</b> Waste directed to disposal		<p>Fifth Third waste diversion rate in 2020 was 57.5%.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p>	<a href="#">2020 ESG Report</a>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 307: Environmental Compliance (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-section of 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>307-1</b> Non-compliance with environmental laws and regulations	●	Any material non-compliance with environmental laws and regulations would be reported in the 2020 Annual Report.	<a href="#">2020 Annual Report</a>
<b>GRI 401: Employment (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11), “Inclusion and Diversity” (pgs. 54-69) and “Employees” (pgs. 70-83) sub-sections of the 2020 ESG Report.  Refer to the “Careers” page on 53.com.	<a href="#">2020 ESG Report</a> <a href="#">Careers.53.com</a>
<b>401-1</b> New employee hires and employee turnover	◐	<p>In 2020:</p> <ul style="list-style-type: none"> <li>• Total number of new employees: 3,148.</li> <li>• Internal % Hires: 1,994 internal hires, 38.8% of all hires</li> <li>• Average number of open requisitions: 1,093 open requisitions</li> <li>• Total hires for the year: 5,142 employees</li> <li>• Employee turnover: 13.9%</li> </ul> <p>Refer to the “Employees” (pgs. 70-83) section of the 2020 ESG Report.</p>	<a href="#">2020 ESG Report</a>
<b>401-2</b> Benefits provided to full-time employees that are not provided to temporary or part-time employees	●	<p>U.S. is the definition used for significant operations. The benefits are available to all full-time and part-time (20+hours) except long-term disability and adoption reimbursement benefits are for full-time employees only.</p> <p>Refer to the “Retain” (pgs. 78-80) sub-section of the 2020 ESG Report.</p>	<a href="#">2020 ESG Report</a>
<b>401-3</b> Parental leave	◐	Refer to the “Retain” (pgs. 78-80) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 404: Training &amp; Education (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Develop” (pgs. 73-77) sub-section of the 2020 ESG Report.</p> <p>Refer to the “Careers” page on 53.com.</p>	<p><a href="#">2020 ESG Report</a> <a href="#">Careers.53.com</a></p>
<b>404-1</b> Average hours of training per year per employee		<p>Average training per employee in 2020 was 36.6 hours.</p> <p>Refer to the “Develop” (pgs. 73-77) sub-section of the 2020 ESG Report.</p>	<a href="#">2020 ESG Report</a>
<b>404-2</b> Programs for upgrading employee skills and transition assistance programs		<p>Refer to the “Develop” (pgs. 73-77) sub-section of 2020 ESG Report for listing of programs to upgrade and development employee skills.</p> <p>Employees are eligible for transition assistance when an organizational change results in termination of employment.</p>	<a href="#">2020 ESG Report</a>
<b>404-3</b> Percentage of employees receiving regular performance and career development reviews		Refer to the “Performance Management” (pg. 76-77) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>GRI 405: Diversity &amp; Equal Opportunity (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11), “Corporate Governance” (pgs. 30-32) and “Inclusion and Diversity” (pgs. 54-69) of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>405-1</b> Diversity of governance bodies and employees		<p>Fifth Third’s Board is 33% female, 20% ethnic diverse, and 40% either female or ethnic diverse.</p> <p>Refer to the “Governance Highlights” (pg. 5) of 2021 Proxy Statement and the “Corporate Governance” section (pgs. 30-32) and “Employee Demographics” table (pg. 60) of the 2020 ESG Report.</p>	<p><a href="#">2021 Proxy Statement</a> <a href="#">2020 ESG Report</a></p>
<b>405-2</b> Ratio of basic salary and remuneration of women to men		Refer to the “Compensation” sub section (pg. 78) of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 410: Security Practices (2018)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11), “Corporate Governance” (pgs. 30-32) and “Inclusion and Diversity” (pgs. 54-69) of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<p><b>410-1</b> Security personnel trained in human rights policies and procedures</p>	●	<p>100% of Physical Security plus all contracted guards complete the required Fifth Third Annual Compliance courses.</p> <p>Refer to the “Workplace Safety and Security” (pg. 83) sub-section of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<b>GRI 412: Human Rights Assessment (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to our Human Rights Statement, the “Human Rights” section in the E&amp;S Policy and the “Human Rights” (pg. 35) sub-section of the 2020 ESG Report.</p> <p>Refer to the “Human Rights” (pg. 21) sub-section of the Employee Code of Business Conduct and Ethics.</p> <p>Refer to the “Labor, Human Rights, and Social Responsibility” (pgs. 5-6) of the Supplier Code of Conduct.</p>	<p><a href="#">Human Rights statement</a></p> <p><a href="#">E&amp;S Policy</a></p> <p><a href="#">2020 ESG Report</a></p> <p><a href="#">Employee Code of Business Conduct &amp; Ethics</a></p> <p><a href="#">Supplier Code of Conduct</a></p>
<p><b>412-1</b> Operations that have been subject to human rights reviews or impact assessments</p>	◐	<p>In 2020 and for the fifth consecutive year, Fifth Third has been awarded a score of 100% on the Corporate Equality Index (CEI), the nation’s premier benchmarking survey and report on corporate policies and practices related to LGBT workplace equality, administered by the Human Rights Campaign (HRC) Foundation.</p> <p>Refer to the “Human Rights” (pg. 35) and “Inclusion and Diversity” (pgs. 54-69) sub-sections of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>

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Indicator	Reporting Status	Response	Source(s)
<b>412-2</b> Employee training on human rights policies or procedures		In 2020 and for the fifth consecutive year, Fifth Third has been awarded a score of 100% on the Corporate Equality Index (CEI), the nation's premier benchmarking survey and report on corporate policies and practices related to LGBT workplace equality, administered by the Human Rights Campaign (HRC) Foundation.  Refer to the "Human Rights" (pg. 35) and "Inclusion and Diversity" (pgs. 54-69) sub-sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>412-3</b> Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		In 2020 and for the fifth consecutive year, Fifth Third has been awarded a score of 100% on the Corporate Equality Index (CEI), the nation's premier benchmarking survey and report on corporate policies and practices related to LGBT workplace equality, administered by the Human Rights Campaign (HRC) Foundation.  Refer to the "Human Rights" (pg. 35) and "Inclusion and Diversity" (pgs. 54-69) sub-sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>GRI 413: Local Communities (2016)</b>			
<b>103-1</b> Explanation of the material topic and its Boundary <b>103-2</b> The management approach and its components <b>103-3</b> Evaluation of the management approach		Refer to the "Stakeholder Engagement and Materiality Assessment" (pg. 11), "Strengthening Supplier Diversity" (pg. 67), "Communities" (pgs. 84-108) and "Environment" (pgs. 110-126) sections and sub-sections of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>413-1</b> Operations with local community engagement, impact assessments, and development programs		Refer to the "Communities" (pgs. 84-108) sub-section of 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>413-2</b> Operations with significant actual and potential negative impacts on local communities		Any significant actual or potential negative impacts of operations would be reported in the 2020 Annual Report.	<a href="#">2020 Annual Report</a>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 415: Public Policy (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11). “Public Policy and Government Relations” (pg. 36) sub-section of the 2020 ESG Report.</p> <p>Refer to the Governance Affairs Policy and our Political Contributions Reports that are available on the Investor Relations website.</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">Government Affairs Policy</a></p> <p><a href="#">Political Contributions Reports</a></p>
<b>415-1</b> Political contributions	●	Our Political Contributions Reports are available on the Investor Relations website.	<a href="#">Political Contributions Reports</a>
<b>GRI 417: Marketing &amp; Labeling (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Responsible Banking” (pgs. 21-24) sub-sections of the 2020 ESG Report.</p> <p>Refer to the “Fair and Honest Business Practices” (pg. 17) of the Employee Code of Business Conduct &amp; Ethics.</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">Employee Code of Business Conduct &amp; Ethics</a></p>
<b>417-1</b> Requirements for product and service information and labeling	●	Refer to the “Responsible Banking” (pgs. 21-24) sub-section of the 2020 ESG Report.	<a href="#">2020 ESG Report</a>
<b>417-2</b> Incidents of non-compliance concerning product and service information and labeling	○	Not Disclosed.	
<b>417-3</b> Incidents of non-compliance concerning marketing communications	○	Not Disclosed.	

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 418: Customer Privacy (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Consumer Privacy and Information Security” (pgs. 41-45) sub-sections of the 2020 ESG Report</p> <p>Refer to the “Protecting Fifth Third and Our Customers” (pgs. 44-53) section of the Employee Code of Conduct.</p>	<p><a href="#">2020 ESG Report</a></p> <p><a href="#">Employee Code of Business Conduct &amp; Ethics</a></p>
<p><b>418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data</p>		<p>Any material cybersecurity incidents would be reported in the 2020 Annual Report.</p>	<p><a href="#">2020 Annual Report</a></p>
<b>GRI 419: Socioeconomic Compliance (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Enterprise Risk Management” (pgs. 37-40) sub-sections of the 2020 ESG Report.</p>	<p><a href="#">2020 ESG Report</a></p>
<p><b>419-1</b> Non-compliance with laws and regulations in the social and economic area</p>		<p>Refer to the Legal Risks disclosures (pg. 35-38) of 2020 Annual Report.</p>	<p><a href="#">2020 Annual Report</a></p>